



DEPARTMENT OF COMMERCE & INSURANCE

P.O. Box 690, Jefferson City, Mo. 65102-0690

INSURANCE BULLETIN 26-05

Conduent Cybersecurity Breach

Issued: March 17, 2026

The following Bulletin is issued by the Missouri Department of Commerce and Insurance ("Department") to inform and educate the reader on the specified issue. It does not have the force and effect of law, is not an evaluation of any specific facts or circumstances, and is not binding on the Department. See section 374.015, RSMo.

To: All individuals and entities regulated by the Department

From: Angela L. Nelson, Director

Re: Conduent Cybersecurity Breach

This bulletin is issued to provide information to individuals and entities regulated by the Department, and other interested parties regarding the Conduent cybersecurity breach that was reported on January 13, 2025. The Missouri Department of Commerce and Insurance ("Department") understands that the Conduent cybersecurity breach has impacted insurers and members in Missouri.

Conduent Business Services, LLC ("Conduent") provides third party printing/mailroom services, document processing services, payment integrity services, and other back-office support services to a variety of entities, including but not limited to insurers. On January 13, 2025 Conduent discovered that an unauthorized third party had access to a

portion of its network from October 21, 2024 to January 13, 2025. The affected files contained names, addresses, and social security numbers.

Conduent has taken steps to notify insurers, members, and law enforcement of the cybersecurity breach. Conduent is offering affected members access to 12 months of credit monitoring and identity restoration services at no charge. To take advantage of this offer, members must enroll by April 30, 2026.

The Department strongly encourages insurers and other entities regulated by the Department that have utilized Conduent to determine if their members have been affected by the cybersecurity breach, and, if so, to ensure that their members have been notified by Conduent. Insurers are also encouraged to provide information on their websites relating to the cybersecurity breach, to alert members to the April 30, 2026 deadline to take advantage of credit monitoring services, and to provide a point of contact with the insurer or with Conduent where members can address concerns relating to the cybersecurity breach.

The Department also reminds insurers and other regulated entities of their duties to report cybersecurity breaches to the Director. Entities should review Insurance Bulletins [23-04](#) and [26-01](#), [section 407.1500 RSMo](#), and the Insurance Data Security Act, [sections 375.1400 to 375.1427 RSMo Supp. 2025](#). Questions for the Department regarding an entity's duties can be sent to cyberbreach@insurance.mo.gov.

Questions relating to the Conduent cybersecurity breach may be directed to Conduent. Conduent has a dedicated assistance line at 877-332-1658 (toll free), Monday-Friday, from 9:00 a.m. to 9:00 p.m. Eastern Time, and may also be contacted at Attn: Data Incident, 100 Campus Drive, Suite 200, Florham Park, New Jersey 07932.

Questions relating to the content of this bulletin may be directed to the Department's Market Conduct Section at marketconduct@insurance.mo.gov

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